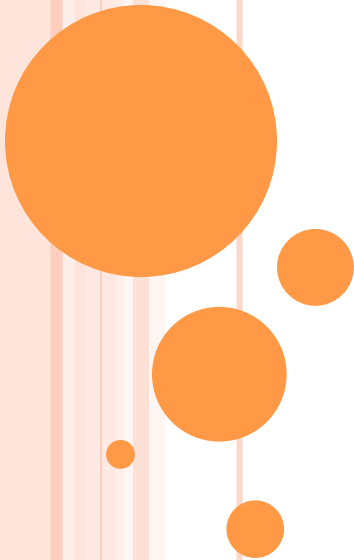


THE ON-THE-JOB TRAINING METHOD



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WORKSHOP OBJECTIVES

1. Learn about a structured method (called 'Job Instruction') for training employees on the job
2. Learn a new skill using the Job Instruction method
3. Learn to break down jobs and/or tasks into 'Learning Moments'
4. Learn how to take the next step with OJT



WORKSHOP AGENDA

- ▶ The Job Instruction (JI) Method
- ▶ History of OJT
- ▶ Demo Job Instruction
- ▶ Next steps



TRAINING WITHIN INDUSTRY

- Developed in 1940's
- Used for war production
- VERY successful...hundreds of thousands of people were rapidly trained to competence



TRAINING WITHIN INDUSTRY

- Job Instruction (JI)
- Job Methods (JM)
- Job Relations (JR)



THE JOB INSTRUCTION (JI) METHOD

A standardized approach to training that

- ▶ Is simple and easy for trainers and mentors to learn
- ▶ Is intended to teach workers a wide variety of skills
- ▶ Requires minimum presentation time – ten to fifteen minutes per learning moment
- ▶ Is built on the principle of learning by doing – ideal for OJT
- ▶ Is viral, where people who have been trained on the method can then train others



JOB INSTRUCTION (JI)

- ▶ How to get A worker...
- ▶ To perform A job
 - *Safely*
 - *Correctly*
 - *Quickly*
 - *Conscientiously*



KEY REQUIREMENTS OF SUPERVISORS AND/OR TRAINERS

- Knowledge of the work
- Knowledge of responsibilities
- Skill in leading
- Skill in improving methods
- Skill in instructing

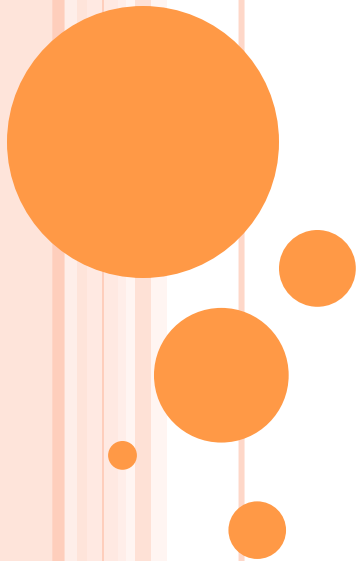


HOW TO INSTRUCT...

1. Prepare the Worker
2. Present the Operation
3. Try out Performance
4. Follow up



DEMONSTRATION



Tied in Knots

WORDS do not necessarily equal
UNDERSTANDING

UNDERSTANDING does not
necessarily equal AGREEMENT



REMEMBER...

- talking isn't training
- showing isn't training
- if the worker hasn't learned, the instructor hasn't taught



1. PREPARE THE WORKER

- Put the worker at ease
- State the job, and find out what the worker already knows about it
- Get the worker interested in learning the job
- Place the worker in the correct position



2. PRESENT THE OPERATION

- ▶ Tell, show and illustrate one **IMPORTANT STEP** at a time
- ▶ Stress each **KEY POINT**
- ▶ Instruct clearly, completely, patiently...
and no more than the worker can master



3. TRY OUT PERFORMANCE

- Have the worker do the job. Correct errors as they occur
- Have the worker do the job explaining what they are doing. They must explain each KEY POINT.
- Make sure they understand (WHY ARE YOU DOING IT THAT WAY?)
- Continue practice until you KNOW that the worker KNOWS.



4. FOLLOW UP

- Put the worker by themselves. Designate a resource who they can go to for help.
- Check frequently. Encourage questions.
- Taper extra coaching and close follow up.





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ON THE JOB TRAINING

Getting Ready to Instruct